

View and Edit a Support Account

Once your support account is created, you can go through it and check if you have entered all the correct account info, starts edit it otherwise. It is also important to always keep your existing support account info updated.

1. Go to <https://support.fortinet.com>
2. Enter your **account ID/email** and **password**
3. Click "**Sign In**"

Sign In | [Create An Account](#)

Account ID/Email:

fortinet@fortinet.com

Password:


●●●●●●●●

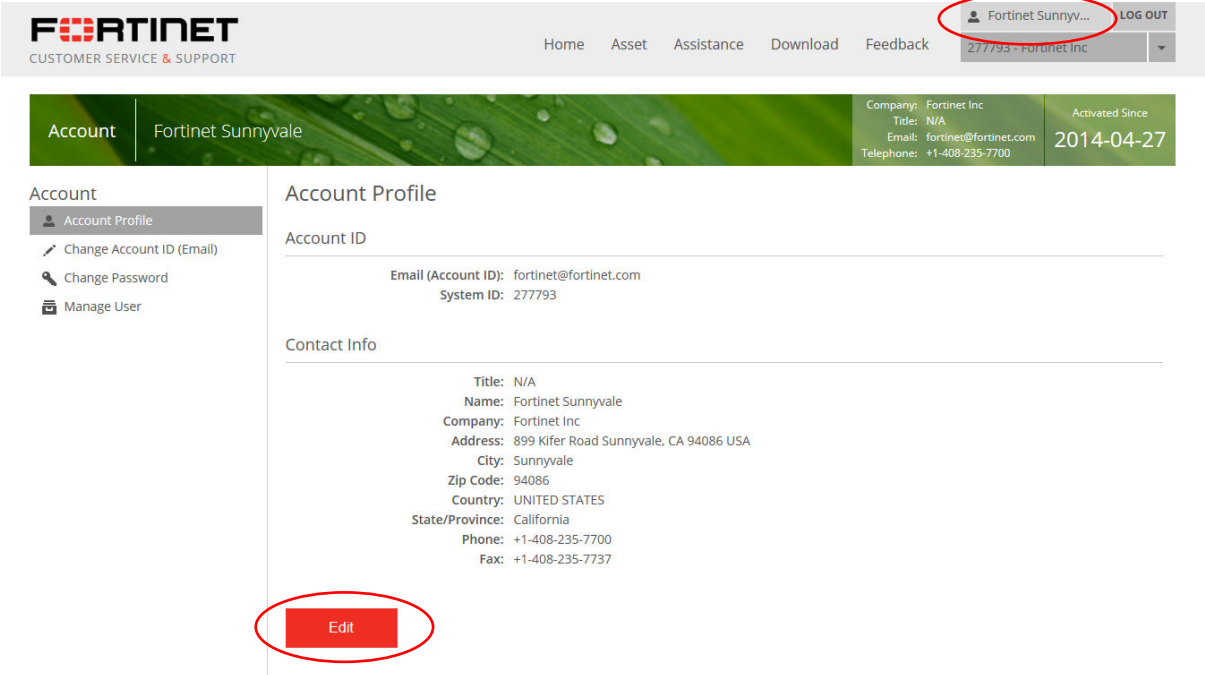
☐ Remember me

Sign In



View and Edit a Support Account

4. Click on icon  at the top right of homepage.



FORTINET
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

Fortinet Sunnyv... LOG OUT
277793 - Fortinet Inc

Account Fortinet Sunnyvale

Company: Fortinet Inc
Title: N/A
Email: fortinet@fortinet.com
Telephone: +1-408-235-7700

Activated Since
2014-04-27

Account

- Account Profile
- Change Account ID (Email)
- Change Password
- Manage User

Account Profile


Account ID

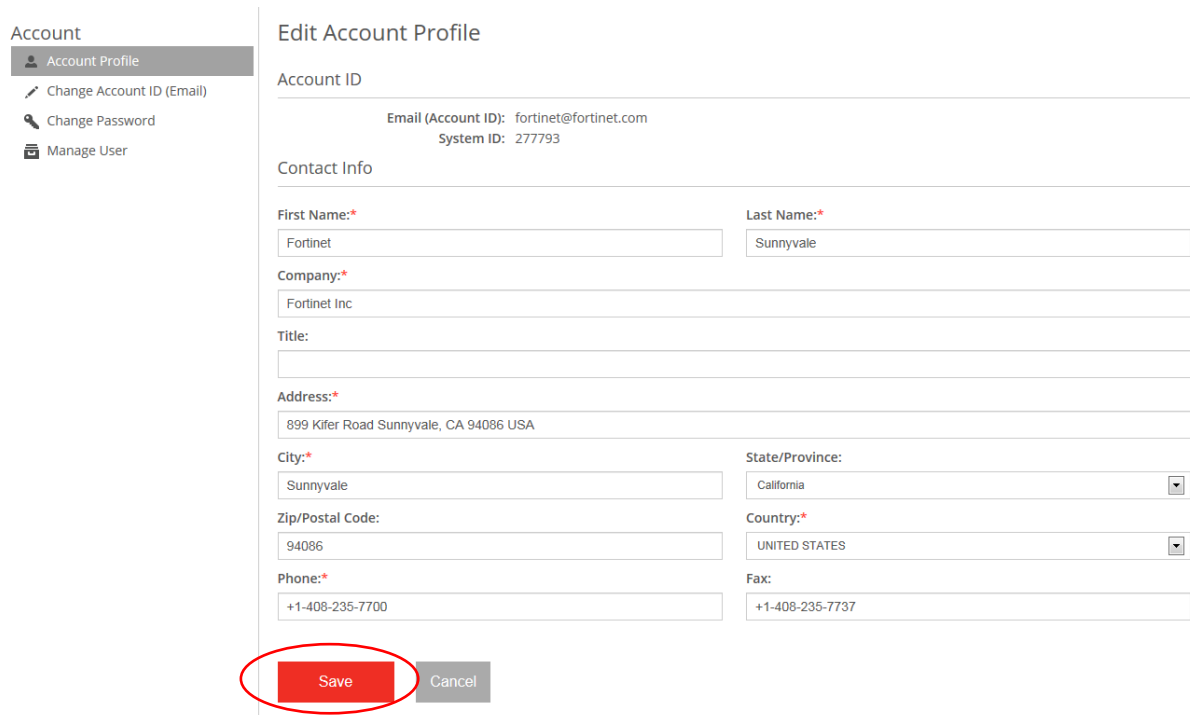
Email (Account ID): fortinet@fortinet.com
System ID: 277793

Contact Info

Title: N/A
Name: Fortinet Sunnyvale
Company: Fortinet Inc
Address: 899 Kifer Road Sunnyvale, CA 94086 USA
City: Sunnyvale
Zip Code: 94086
Country: UNITED STATES
State/Province: California
Phone: +1-408-235-7700
Fax: +1-408-235-7737

Edit

-  **Account Profile** – to view account details. Click **Edit** to change account info and click **Save** to complete the updates.



Account

- Account Profile
- Change Account ID (Email)
- Change Password
- Manage User

Edit Account Profile

Account ID

Email (Account ID): fortinet@fortinet.com
System ID: 277793

Contact Info

First Name:*
Fortinet

Last Name:*
Sunnyvale

Company:*
Fortinet Inc

Title:

Address:*
899 Kifer Road Sunnyvale, CA 94086 USA

City:*
Sunnyvale

State/Province:
California

Zip/Postal Code:
94086



Country:*
UNITED STATES

Phone:*
+1-408-235-7700

Fax:
+1-408-235-7737


Save Cancel


View and Edit a Support Account


 **Change Account ID (Email)** – enter new account ID (email) and confirm the new account ID. Click  to complete the updates.


Note. You are not allowed to change new account ID (email) with an existing support email account ID. Please contact Fortinet Customer Service for assistance.

Account

 Account Profile

 Change Account ID (Email)

 Change Password

 Manage User



Change Account ID

Account Info



Current Account ID: fortinet@fortinet.com

New Account ID (Email):*

Confirm New Account ID:*

* Note: Your Email Address is used as Account ID in system.

 **Change Account Password** – to change your current account password to new password. Click  to complete the changes.

Change Account Password

Change Current Account Password

Old Password:*

New Password:*

Confirm New Password:*